



Request for Proposals

LegalServer Consultant

Description

Iowa Legal Aid seeks proposals for a consultant for the transition from its current case management software, Pika, to its new case management software, LegalServer. The consultant will facilitate communication and interactions with LegalServer as well as help navigate the nuances of implementing new technology in legal services. Iowa Legal Aid has used Pika since 2003 and will need a hands-on consultant who can provide customized support in addition to robust support and training to the organization's over 100 employees & volunteers throughout the transition process.

Tasks include:

- Guide, coach, train, and mentor Iowa Legal Aid's core team members
- Orchestrate migration of data, including advising on data fields necessary to migrate
- Assist in planning internal stakeholder duties and deadlines regarding data mapping, branch logic, flows, and migration
- Communicate with LegalServer to determine deadlines
- Advocate for ILA throughout the process
- Assist in designing and implementing the new case management system, including branch logic, flows, and troubleshooting after go-live
- Assist with staff training and education, including developing specialized training videos, vignettes, and materials for existing staff and enhancing Iowa Legal Aid's training plan for future staff
- Provide support and troubleshooting to staff members as needed

RFP Timeline

- All responses to this RFP must be received by Monica Sodergren at msodergren@iowalaw.org no later than **5:00 p.m. (CST) on May 14, 2021**
- Iowa Legal Aid will notify all respondents if we need a formal proposal.
- Respondents must be prepared to start immediately upon selection due to the time constraints of the project.
- The project, including testing, roll out, evaluation, issue management, and final adjustments, is anticipated to last until summer 2022.

About Iowa Legal Aid:

Iowa Legal Aid is a nonprofit organization providing critical legal assistance to low-income and vulnerable Iowans who have nowhere else to turn. Iowa Legal Aid's mission is to make hope, dignity, and justice available to low-income Iowans through legal assistance and education that protects fundamental rights, basic necessities, and access to the judicial system; challenges policies and practices that harm low-income persons; and empowers clients to advocate effectively for themselves and their communities. Iowa Legal Aid provides free, high quality legal education, advice and representation to Iowans that cannot afford a private attorney with civil legal problems through its ten regional offices located in Iowa.

Awarding of Contracts

Purchasing decisions are made without prejudice or favoritism. Awards are made on the merits of the bid, such as vendor compliance with specifications, price, delivery, service, terms and conditions.